

**Grand Traverse County 911 Board of Directors
June 17th, 2021 @ 10:00am
Commission Chambers, Governmental Center**

AGENDA

- 1) APPROVAL OF AGENDA**
- 2) APPROVAL OF MINUTES (May 20th, 2021)**
- 3) DIRECTORS REPORT**
- 4) SUB-COMMITTEE REPORTS**
 - Technical**
 - River Central 7109 tower project update**
 - Law Enforcement**
 - Fire/EMS**
- 5) OLD BUSINESS**
- 6) NEW BUSINESS**
- 7) ROUNDTABLE**
- 8) ADJOURNMENT**

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF MAY 20th, 2021

EMERGENCY OPERATIONS CENTER – HEALTH DEPARTMENT BUILDING

PRESENT:

Chief Jim Tuller
Chief Pat Parker
Jeff O'Brien
Gregg Bird
Nick Lemcool
Matt McCaul
Brad Jewett
Jason Torrey
Chief Andy Down
Chris Clark

AGENCY:

Traverse City Fire Department
G.T. Metro Fire Department
Traverse City Police Department
G.T. County Emergency Management
East Bay EMS
Michigan State Police
G.T County Board of Commissioners
GT 911/Central Dispatch
Grand Traverse Township Fire Services
G.T. County Sheriff's Department

ABSENT:

OTHERS IN ATTENDANCE:

Leah Hornacek	GT 911/Central Dispatch
Bill Parker	Blair/Paradise Township Emergency Services
Brandon Flynn	Whitewater Twp. Fire Department
Steve Meek	Grand Traverse Metro Fire
Nick Carpenter	Grand Traverse Central Dispatch

CALL TO ORDER:

Meeting was called to order at 10:00 am. A quorum was present.

APPROVAL OF AGENDA:

Motion by Jewett. Support by Lemcool. Motion passed.

APPROVAL OF MINUTES:

Motion by Pat Parker. Support by Down. Motion passed.

DIRECTORS REPORT:

- Staffing update: 2 in training, Cody and Breanna – progressing nicely. Did have a couple of COVID positive cases with employees, one employee back to work already and the other still out for a few more days.
- Starting 12p-7p mandatory four-person staffing minimum starting next week through Labor Day, allows us to have more staffing during high call volume times for the center. Allows employees appropriate breaks and manage the additional workload. May 1st-October 31st timeline expected next year.
- At the last meeting, it was reported that we would be breaking down/decommissioning the backup center located at Chamber of Commerce, however, the PCs and related equipment to outfit the command trailer are still pending and on backorder due to COVID related supply shortages; additionally, the Chamber is not planning on taking back the room we're utilizing until after the Cherry Festival. We will continue to keep that in place as a warm-standby and be ready then for Cherry Festival operations that we will participate in, again. Planned operations for the festival at 5:30pm briefing and run the post until midnight every day (of the festival).
- Board of Commissioners approved \$2.50 surcharge collection and remittance process. Paperwork has been submitted to the state well before the deadline; will take effect July 1. This will put us in a position to be independent of any general funds and goes in-line with the projections we have for the revenue overall. Revenues for current surcharge are generating a steady increase in the last 15-18 months, believed due to the increase of devices in proportion to the pandemic (people purchasing more devices, working from home, etc.). As we navigate through the next six years, the Board of Commissioners will undoubtedly need to look at the surcharge assessment on an annual basis to ensure it is in line with our vision and needs for the operation.
- Working on finalizing a draft to distribute the radio reprogramming template. We may have to expand the number of zones, especially for fire EMS, to bring neighboring counties into their own individual zones for interoperability working outside of the county. This would also include incorporating the 28RESCUE channel instead of 28MARINE for all water, ice, search and rescue operations. If you have ideas and wish to incorporate it into a draft, please email them to me.
- Failsoft/site trunking issue mentioned from last meeting – TeleRad will be installing an add-on to the radio consoles that will visually let the dispatchers know when this situation occurs.
- 911 Board of Directors membership that was approved at the last meeting was ratified by the Board of Commissioners.
- FCC rule-making order is still pending regarding the 911 fee diversion issue across the country, there has been no movement on it so far. They had planned to stand up a strike force and the federal register is supposed to publish a document today to outline what that strike force will look like.
- State Public Act 32, which is the act that steers the 911 in the state of Michigan is still undergoing a draft for re-write, which sunsets at the end of the year. Currently in the process of educating legislators. Hoping to fill the gaps not only in terms of revenue but make sure that we're ready for the future.

- Congratulations to Deputy Director Leah Hornacek, she is now the Director of the North-Central region for NENA, which encompasses approximately ten states. Leah will serve as a liaison to those states to help drive memberships, attending conferences, assisting with issues that may arise, serving on study groups/committees, learning what other states are doing and helping to implement changes. That starts in July, Leah is very excited for the opportunity.
- Deputy Director Hornacek discussed potentially looking at using a different software solution for dispatching medical calls; currently the center utilizes Priority Dispatch, which has worked great but is not easily customizable/upgradable. APCO also offers a solution that is more customizable, including building some of our own protocols if needed, and may be more efficient for dispatching calls and shorting processing times as compared our existing software.
- Deputy Director Hornacek reviewed an application called “Curbside SOS” which is a tow-truck application that allows dispatch to assign a tow-truck based on proximity in the event of a non-preference situation. Dispatch would utilize the software to make the request for tow and the tow companies would respond via the app; everything is documented. This allows dispatch to also see who is responding and from how far away. The idea is to reduce the number of phone calls needed for requesting and updating and ETAs during a significant event. Going to reach out to a couple of tow-truck companies to see if that would be more efficient for us. It also provides accountability for the tow-truck companies, they will be able to see if their drivers are refusing jobs. No cost to us.
- What Three Words: location technology that is being somewhat forced upon us to have access to; a 10x10 foot grid system based on common words to help people communicate locations around the world. Many 911 technologies are integrating this into their systems, already. Public transit and some public areas have been seen starting to use this, so it is something to be aware of.

SUBCOMITTEE REPORTS:

Technical

- River Central tower project is moving along; received approval from the administrator to improve the road leading to the site so heavy equipment can traverse to the tower. Nokia on site today doing path-study for microwave system, Nick cleaned up ancillary equipment and prepping the site for the new equipment and infrastructure items. Frequency coordination almost wrapped up and civil work to begin soon (new genset, fuel tank, etc). Still looking to early September for a go-live date. Just received maps from engineering that will be used to do field study comparisons of audio clarity and coverage such as we did in 2014, to validate the increase in coverage by the new tower. The VHF channel commonly referred to as “Adam-2” was kept in-service at the site as a backup VHF resource. Steve Meek mentioned the inclusion of a tactical repeater being installed at the site for 7/800MHz. It is not part of the current project but can be discussed after this current project is completed. Jason advised he will put that on the “roadmap” for implementations.

Law Enforcement

- Chief O’Brien discussed having a positive meeting with the United States Coast Guard recently

Fire and EMS

- No report.

OLD BUSINESS:

- No report.

NEW BUSINESS:

- Staffing plan proposal: in the packet that was emailed out, there is a draft request to the Board of Commissioners regarding proposed staffing updates at 911 – Jason Torrey requested the 911 board to show support for the proposed plan, which includes reclassifying the current 911 Database Coordinator position to the role of systems support role, which would focus less on clerical/administrative functions and more on technical components of the operation, which are outlined in the document. Additionally, a FTE position for a fifth supervisor position to be requested to have 24/7 supervisory coverage, to assist with backfill and coverage of the existing four supervisors. This position would also help take some of the more clerical duties that are currently being handled by the database coordinator and as a liaison between the other teams working on the dispatch floor. This has been a bulleted item during surcharge discussions. Motion for support to present the request to the Board of Commissioners made by Chief O'Brien and supported by Jewett. Motion passed.
- Chief Tuller mentioned possibly working on looking at different options for decreasing the "watchdog" timer for dispatching fire and EMS calls from the current three minutes before a unit checks enroute, looked for input on the matter.

ROUND TABLE:

- Chief Bill Parker advised that command staff around the county is currently working on becoming "Blue Card" certified, which changes some ways in which command operations change on incidents and fire scenes, a few changes in terminology, etc.

Meeting adjourned 11:05 AM